# GETTING THE EDGE!

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*Connect!*

## Our program today

- What is Edge – why it is proving valuable

- Overview of the process and tools

- Q&A

# EDGE INITIATIVE GOAL

All people should have opportunities to enrich and improve their lives through open access to exceptional information, communication and technology services available in public libraries

# THE EDGE ROUNDTABLE

The coalition of leading library and local government organizations working on Edge includes:

- Bill & Melinda Gates Foundation –*funding partner for Edge*
- Urban Libraries Council – *the lead agency for Edge*
- American Library Association, OITP
- International City/County Management Association
- Lyrasis
- OCLC's WebJunction
- Public Library Association
- State Libraries of California, Oklahoma and Texas
- TechSoup Global
- Universities of Maryland and Washington

# WHY IS EDGE IMPORTANT TO PUBLIC LIBRARIES?

- **Assess** current public access technology and how it's used – *using national benchmarks*

- Identify ways to **strengthen** or enhance public access technology

- **Engage** with key leaders about the role for the public library in **improving communities**

*@LibraryEdge*    *@LibraryEdge*    *www.LibraryEdge.org*

# EDGE IS HELPFUL INTERNALLY & EXTERNALLY

**INTERNAL**  ◄►  ◄► **EXTERNAL**



**Identifies gaps & opportunities**

**Opens dialogue**

**Engages staff in improving the library**

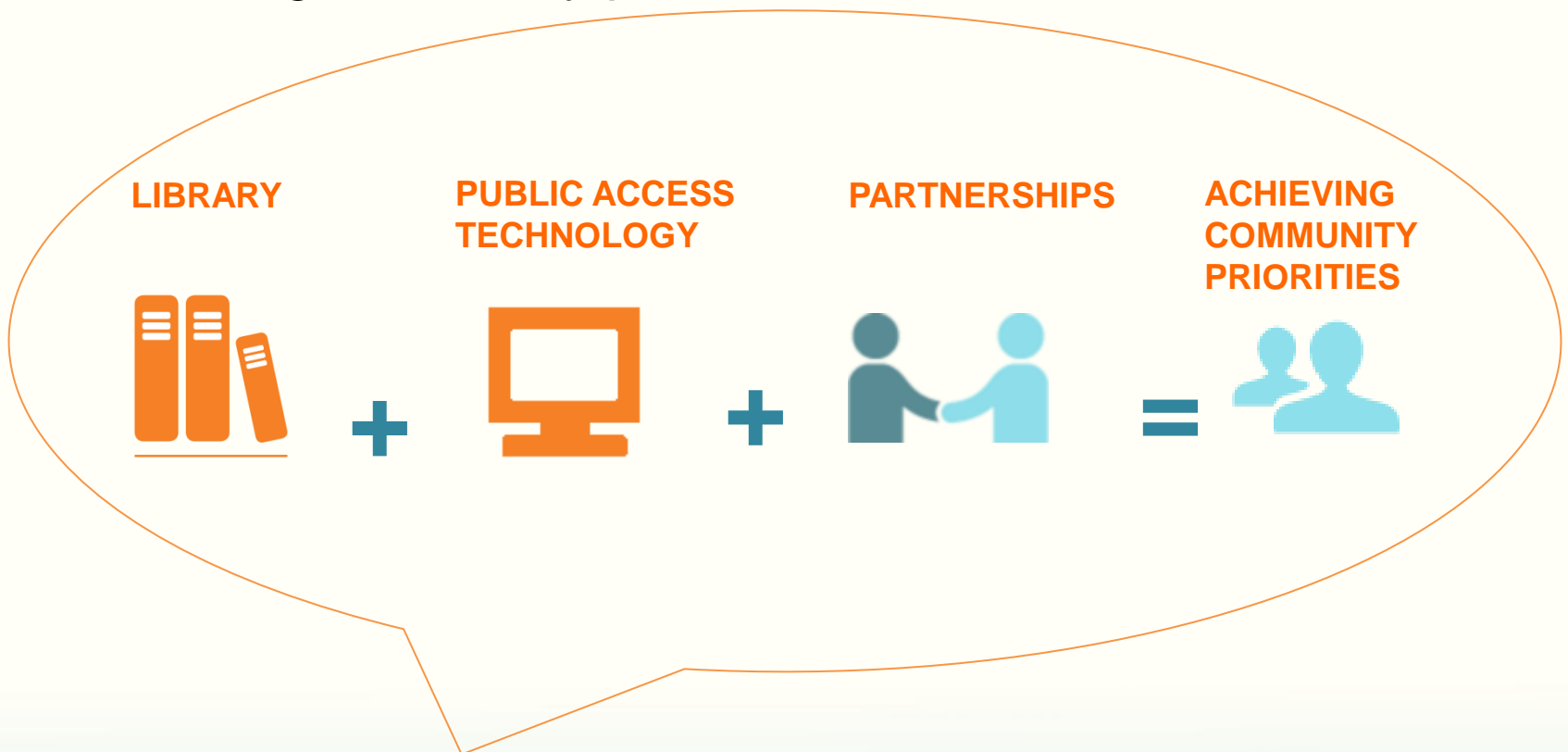**Communicates value**

# STAKEHOLDERS

Edge helps stakeholders connect technology in libraries with achieving community priorities

**LIBRARY** + **PUBLIC ACCESS TECHNOLOGY** + **PARTNERSHIPS** = **ACHIEVING COMMUNITY PRIORITIES**

# EDGE RESULTS IN PILOT LIBRARIES



**Miami, OK**
- Digital Literacy
- Strategic Planning Based on Community Priorities
- Library Staff Technology Expertise



**New Braunfels, TX**
- Strategic Partnerships
- Library Staff Technology Expertise
- Technology Inclusiveness

# EDGE RESULTS IN PILOT LIBRARIES



**El Paso, TX**
- Digital Literacy
- Device and Broadband Capacity
- Library Staff Technology Expertise

**Sacramento, CA**
- Library Staff Technology Expertise
- Digital Literacy
- Support use of technology for health and wellness information

# THE EDGE TOOLKIT

**BENCHMARKS**

**ASSESSMENT TOOLS**

**RESOURCE GUIDE & CASE STUDIES**

**TRAINING**

**REPORTING & PRESENTATION TOOLS**

# Benchmarks

**Community Value**
Libraries provide programs and services that enable people to get value from their use of technology.

**Engaging the Community & Decision Makers**
Libraries are a valuable community resource and a strategic partner in helping people and communities improve their quality of life.

**Organizational Management**
Libraries manage resources so that members of the community who need or want access can get it regardless of ability, skill, personal technology, or available time.

# Workbook Example

| Benchmark 5 | Libraries build strategic relationships with community partners to maximize public access technology resources and services provided to the community |
| --- | --- |

5.1. The library develops and maintains partnerships that amplify the library's reach, avoid duplication of effort, aid the library in planning or advocacy, or are otherwise mutually beneficial.

| | Yes | No, but plan to do so in the next year | No, would like to but cannot at this time | No, we have no plans to do so at this time |
| --- | --- | --- | --- | --- |
| The library has strategies for strengthening existing partnerships and developing new partnerships to advance digital inclusion and technology innovation goals | | | | |
| The library engages in resource-sharing partnerships benefitting the library (with expertise, in-kind contributions, programming, or workspace) with some/all of the following: | | | | |
| • A workforce development organization | | | | |
| • A local government or social service organization | | | | |
| • An educational organization (K-12, community college, university) | | | | |
| • A local health and wellness organization, hospital, or other healthcare provider | | | | |
| Devices or space are loaned to community organizations for technology-related training classes in the library | | | | |
| Mobile training equipment is maintained to support library-sponsored technology training located in partner facilities | | | | |
| The library collaborates on grant or other funding opportunities with a community organization | | | | |

5.2. The library engages in technology outreach activities.

| | Yes | No, but plan to do so in the next year | No, would like to but cannot at this time | No, we have no plans to do so at this time |
| --- | --- | --- | --- | --- |
| A list of community organizations is maintained to help distribute materials about library technology services | | | | |
| A list of community organizations that offer technology services and resources is maintained to easily refer community members in the event additional services are needed | | | | |
| The library tracks emerging technology trends and applications in the community (e.g., new eGovernment portals, community technology centers, technology programs, etc.) | | | | |
| The library maintains a plan to provide technology services to the community in the event of a disaster or other emergency | | | | |

# After the assessment

- Receive a report with scores for each section
- Set up an action plan online
- Access resources to help with areas identified for improvement
- Take training from PLA –
    - Advocacy
    - Community Assessment
    - Library Leadership
    - Technology Management
- Use template presentation materials to present key assessment information to your community
- *See how you compare to peer libraries nationwide – available later this year*

# WHAT YOUR LIBRARY CAN DO NOW

•Watch for the packet from the State Library (mailed last week) – it includes a summary of this information plus a copy of the benchmarks assessment workbook

•Establish a process for your library to take the Edge assessment and begin to use the workbook

•Go to libraryedge.org to and claim your account – start the process!

# Starting the Process

•Go to www.libraryedge.org, select the link for 'sign up' in the upper right corner of the browser window – this takes you to the Library Registration page

•On the Library Registration page select your system name from the drop down menu, enter contact information and submit the form - before submitting the form you certify that you are authorized to register on behalf of the library system.

•Immediately after submitting the form you will receive a confirmation email verifying that the request has been received.  The email will include a link to the Edge Assessment Workbook, and you will receive a link to log-in to your account within 10 business days.

• Once you receive the link, log-in to the account and begin to complete the online assessment - *Best Practice – complete the assessment using the workbook first*

•Please Note - the log-in link will remain active for 14 days - after this it will expire and you will have to re-register

# Hear from your colleagues

Texas soft launch library staff have offered to discuss their experience:

Abilene Public Library
Arlington Public Library System
Austin Public Library
Balch Springs Library
Bastrop Public Library
Bedford Public Library
Bell Whittington Public Library
Bertha Voyer Memorial Library
Castroville Public Library
Coleman Public Library
Dripping Springs Community Library
Ethel L. Whipple Memorial Library
Groves Public Library
Hidalgo Public Library
Houston Public Library
Hutchinson County Library

Lewisville Public Library
Palestine Public Library
Robert J. Kleberg Public Library
Salado Public Library District
Sam Fore Jr Wilson County PL
San Antonio Public Library
Smithville Public Library
Tom Green County Public Library
Westbank Community Library

# Questions – Help – More Information

If you need help with the online assessment tool once you have registered – the Edge Initiative has a help desk

Questions about Edge – contact Deborah Littrell, Thea Blair, or Henry Stokes at the State Library - 512-463-5465 or ld@tsl.texas.gov

TechSoup has done a number of webinars about Edge:
Want to Explore Best Practices and the Edge Initiative Benchmarks – from the librarian perspective?
http://techsoupforlibraries.org/blog/edge-webinar-roundup